



DUTY STATEMENT

Classification: Information Technology Supervisor I		Position Number: 835-188-1403-001
Division/Office/Section: AFITS / IT Services / Support Services / Help Center		
Location: Sacramento	Effective Date: TBD	
Employee's Name:	Supervision Exercised: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Supervisor's Name: Garrett Wells		
Collective Bargaining Identifier (CBID): S01		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Due to the confidential nature of Information Technology (IT) work, the employee is expected to have a high level of confidentiality. No information is allowed to be shared outside of IT without approval from IT management.

POSITION DESCRIPTION

Under the general supervision of the IT Supervisor II over the Client Services Section, the incumbent is responsible for supervising the day-to-day operations of the IT Help Center, which provides first level technical support to CalRecycle staff and Division of Recycling Integrated Information System (DORIIS) users. The incumbent provides training and oversight to ensure that Help Center staff adhere to standard processes and procedures and provide excellent customer service. As part of the CalRecycle and IT Services management teams, apply knowledge, skills, and abilities to support CalRecycle goals and objectives.

Duties of this position fall primarily under the Client Services and Business Technology Management domains.

ESSENTIAL FUNCTIONS

- 45% Management of Help Center Operations.** Manage and set work priorities of staff of the IT Help Center. Supervise day-to-day operational activities including responding to CalRecycle's internal and external customer inquiries regarding software, workstations, printers, and other IT problems and questions; diagnosing, troubleshooting, and resolving these issues (or referring to appropriate staff in IT Services as appropriate); assisting DORIIS users including resetting user passwords, creating user accounts, performing data cleansing; creating work tickets, troubleshooting and documenting user issues; checking out hardware (laptops, presentation equipment, etc.) to CalRecycle staff; assisting the procurement specialist with IT purchasing, contracts, and budgeting. Handles various IT tasks involved with arrival, departure, and moves of employees; technical support for cellular devices such as smart phones and mobile Wi-Fi devices; printer maintenance; web conferencing and remote meeting support. Oversee maintenance and scheduling of meeting room setups, hardware checkouts, and other IT services.
- Set and monitor technology standards for staff and ensure that they are met through staff training and development and review of work. Create and maintain documentation, guidelines, and user procedures associated with the Help Center responses, activities, and key technical procedures. Provide metrics to management on services provided.
- 35% Management and Supervision.** Manage administrative functions of the section, including hiring, supervision, personnel development and mentoring, personnel actions, development of documentation and guidelines, and project plans and reports. As part of the IT Services management team, contribute to the branch's administrative functions such as budgeting, procurement, audits, etc.
- Make assignments by defining objectives, priorities, and deadlines. Review and direct staff work. Assure that finished work and methods used by staff are technically accurate and in compliance with instructions, procedures, and policy.
- Consult with and advise IT management on the coordination of user support and related technology issues. Research, evaluate, and recommend emerging technologies, services, and standards that may enhance the

unit's ability to provide services to CalRecycle programs and their stakeholders, and in consultation with the IT Services management team and senior technical staff, determine implementation strategies for best-fit business solutions.

Work closely with the entire IT Services management team to plan, set priorities, and monitor workload and resources for projects and activities to directly assist CalRecycle programs, as well as projects and activities to increase the effectiveness of the IT Services Branch.

- 10% Project Management.** Oversee routine, short-term technical projects as assigned by supervisor, such as minor hardware upgrades, process improvements for providing services, and coordination of IT-related support for offsite and onsite conferences. Assist with coordination/management of larger projects such as workstation upgrades, large-scale physical office moves, operating system upgrades, major software upgrades, etc.

MARGINAL FUNCTIONS

- 5% Continuing Education.** Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.
- 5% Other duties as required** including, but not limited to providing basic technical assistance to program staff on various technical issues, office productivity software, and hardware; attendance at agency and statewide CIO meetings; participation on cross-BDO IT teams, etc.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:		Date:
Employee Signature:		
I certify that the above accurately represent the duties of the position:		Date:
Supervisor Signature:		
PERSONNEL USE ONLY: This personnel transaction has been reviewed and approved by:		
C&P Analyst:		Date Approved:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

- ☒ Designated under Conflict of Interest Code. Disclosure category 8
- ☐ Duties performed may require annual physical.
- ☐ Duties require participation in the DMV Pull Notice Program (drives on state business 6 or more time per month).
- ☐ Requires the utilization of a self-contained breathing apparatus.*
- ☐ Operates heavy motorized vehicles.*
- ☐ Requires repetitive movement of heavy objects.*
- ☐ Performs other duties requiring high physical demand.* (Explain below)

*May require a pre-employment medical examination.

ESSENTIAL FUNCTIONS OF POSITION:

- ☒ **VISION** – You must have sufficient vision to perform the following duties: Work on a computer screen, review printed items, view material on large screens at meetings.
- ☒ **HEARING** – Your hearing must be sufficiently acute to perform following duties: Communicate with customers, peers, and management.
- ☒ **SPEECH** – You must have sufficient ability to speak to perform following duties: Communicate with customers, peers, and management.
- ☐ **CARDIAC/CIRCULATORY SYSTEM** – Your cardiac/circulatory system must be in sufficient condition to perform the following duties:
- ☐ **RESPIRATORY SYSTEM** – Your respiratory system must be in sufficient condition to perform these duties:
- ☒ **ORTHOPEDIC** – You must have the ability to use the following selected body parts – a. neck, b. shoulder, c. arm, d. elbow, e. wrist, f. hand, g. finger, h. spine, i. back, j. hip, k. leg, l. knee, m. ankle, n. foot, o. toe, to perform the following duties: use computer (a, b, c, d, e, f, g); attend meetings (h, i, j, k, l, m, n); and, use of appropriate body parts to perform other duties of this position
- ☒ **MANUAL DEXTERITY** – You must be able to perform the following duties involving manual dexterity: Use a keyboard and mouse and/or write notes with pen and paper, make cable connections, manipulate small computer parts, etc.
- ☒ **BENDING, STOOPING, KNEELING** – You must be able to bend at the knee or waist, stoop, and kneel to perform the following duties: Move and install computer equipment.
- ☒ **SITTING OR STANDING** – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, sit and/or stand at desk while working.
- ☒ **LIFTING** – You must be able to lift up to 20 pounds to perform the following duties: Move and install computer equipment.
- ☒ **CONCENTRATION** – You must be able to continuously concentrate to perform the following duties: develop division budget and work plans; research civil service classifications; analyze organizational structure; maintain and develop division administrative policies; develop priorities for use of division's line item expenditures; prioritize and monitor division contracts; develop and coordinate division training programs; review legislation
- ☐ **EQUILIBRIUM/BALANCE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **LOSS OF AWARENESS OR CONSCIOUSNESS** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **CONTAGIOUS OR COMMUNICABLE DISEASE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **DRIVING OR OPERATING DANGEROUS EQUIPMENT** – You must be able to drive or operate dangerous equipment to perform the following duties:
- ☐ **Do you have any other physical or mental condition or limitation not listed above that prevent you from performing the essential functions of this position as described in this job description?**

EMPLOYEE CERTIFICATION

- ☐ Yes. I am able to perform all of the above listed essential functions of the position, and have no physical or mental condition or limitation that prevent or otherwise impair me from doing so.
- ☐ Yes, I am able to perform all of the above-listed essential functions of the position, but will require reasonable accommodation in order to do so.
- ☐ No, I am unable to perform one or more of the above-listed essential functions of the position, even with reasonable accommodation.
- ☐ I am not sure if I am able to perform on or more of the above-listed essential functions of the job.

Signature

Date